DEAKIN UNIVERSITY AUSTRALIA

Worldly

DEAKIN CARD DISCLOSURE DOCUMENT USER GUIDE AND TERMS AND CONDITIONS FOR STORED-VALUE USE

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DISCLAIMER:
Each cardholder is responsible for ensuring the safe keeping of their card and must not release the card details to anyone nor authorise any other person to use their card. Deakin University is not responsible for any unauthorised use of the Deakin Card.

In the event that the cardholder loses, misplaces or has their Deakin Card stolen, the cardholder should immediately deactivate the card online or alternatively notify the Deakin Card Office on 1800 450 503.

PART 1: DEAKIN CARD FUNCTIONS AND USES

1.1 Stored-value account

As well as being the official identification card of Deakin University, the Deakin Card may also be used as a stored-value card. The terms and conditions that apply to this feature are set out in part 2 of this document. If you choose to use the stored-value feature of the Deakin Card it will enable you to pay for various goods and services available on campus on a user-pay basis, such as computer lab printing, library printing, photocopying and microfiche copying. The Deakin Card is also accepted by most on-campus cafes, shops and retail outlets, as well as some vending machines. Specific information on using the Deakin Card as a printing card is outlined in section 1.4.

The Deakin Card may also be used by the University to grant awards or prizes to students in the form of credits, known as Deakin Dollars that are loaded onto the student's Deakin Card. Deakin Dollars may only be used at Deakin University outlets and cannot be redeemed for cash. Upon the expiry or termination of the card, any unused Deakin Dollars are credited back to the University.

Further information on where Deakin Card can be used is available at **deakin.edu.au/current-students/services/deakincard/whereload**.

Loading value to Deakin Card

Funds can be loaded to a valid Deakin Card online by using the Deposit Cash Online service at **deakin.edu.au/deakincard**. Payment is by Visa or MasterCard with a minimum deposit of $1. This service is available 24/7 and the money is instantly deposited to the Deakin Card. Family and friends can load funds online to a Deakin Card by choosing **Visitor – Deposit Cash** at **deakin.edu.au/current-students/services/deakincard**.

A Deakin Card can be loaded with value at any reload station on campus. Please visit the Deakin Card website for a list of reload stations.

Note: reload stations do not accept coins.

Value can also be loaded onto a Deakin Card at the Cashier's Office or Deakin Central on each campus (where coins are accepted) or via credit card and EFTPOS facilities.

For information on reloading your Deakin Card visit **deakin.edu.au/current-students/services/deakincard/whereload**.

1.2 Identification card

Deakin Card is required for identification on all Deakin University campuses. It is required for identification in examinations and must be produced when requested by a security officer. Your Deakin card may be used to confirm your attendance at Deakin events where required.

1.3 Library card

Deakin Card is used by students and staff as the library borrowing card at all Deakin University campus libraries. When borrowing library material in person, borrowers must produce their own valid Deakin Card. The loss of a Deakin Card must be reported to the library immediately. The cardholder may be responsible for any items borrowed up until the time the library has received and acknowledged such a report. Further information about the conditions of loans and library use is available at **deakin.edu.au/library/services/CondLnUse.php**.

Deakin Card is needed to use 'My Library' and to access online library resources via your home or office. The card contains a unique 14-character library ID number, near the barcode, that is required for library authentication. Further information on passwords and library authentication is available at **deakin.edu.au/library/search/passwords**.

Deakin Card is used to print and photocopy in campus libraries. Further information is available at **library.deakin.edu.au/patroninfo** and in section 1.4 of this document.

1.4 Printing – important information

Network printing in student computer labs and in the library is paid for via Deakin Card. Logging onto the computer with a Deakin username links the user's IT printing account to their Deakin Card account. All printing is chargeable, with the charges automatically debited from their Deakin Card account. The cardholder will need to confirm the cost of printing before the document is sent to the printer.

Visit **deakin.edu.au/current-students/it-support/printing-scanning-photocopying** for details.

1.5 Access card (where applicable)

At the University's discretion, a Deakin Card may contain technology that will allow the cardholder to use their Deakin Card as an access card. The ownership of a Deakin Card does not automatically grant access privileges and the use of the card as an access pass is subject to the 'Security Procedure' listed in The Guide at **deakin.edu.au/guide**.

The administration of Deakin Card's access facility is maintained by Campus Services Division and queries should be directed to the front desk administrator, Campus Services Division at Waurn Ponds, Burwood or Warrnambool.

1.6 Join DUSA

You may choose to use your Deakin Card to join DUSA (Deakin University Student Association) in lieu of providing your information directly to DUSA. If you swipe your card in this manner Deakin will be notified that you have consented to your information being provided to DUSA and will provide name, date of birth, phone number, Deakin email address, postal address, student ID number, Faculty and course.

1.7 Deakin Visitor Card (for visitors to the University)

Visitors to the University can purchase a Deakin Visitor Card for $5 from a reload station on campus. An establishment fee of $2 is charged as part of the $5 minimum initial payment. Deakin Visitor Cards can be used for many of the stored-value functions.

Deakin Visitor Cards do not contain personal information about the cardholder and are treated as cash. If a card is lost, funds cannot be reimbursed.

PART 2: TERMS AND CONDITIONS FOR DEAKIN CARD STORED-VALUE USE

2.1 Nature of Deakin Card stored-value account

A feature of the Deakin Card is that it may be used as a non-cash payment facility. The card is linked to a stored-value account established with Deakin University into which the cardholder may deposit, or be credited with Deakin Dollars by the University, sums up to but not exceeding the maximum balance of $1000. The card may be used by the cardholder to pay for goods and services sold by the University and participating merchants on Deakin University campuses. The Deakin Card is not a credit card and the cardholder's account is not permitted to have a negative balance. Cash withdrawals and cash advances cannot be made with the Deakin Card.

There are three types of Deakin Card: a Deakin Student Card, a Deakin Staff Card and a Deakin Visitor Card. Details of the period of validity for each of these cards and their expiry dates are set out in section 2.12. Additional information about the uses of Deakin Card accounts, benefits and these terms and conditions are listed on the Deakin Card website at **deakin.edu.au/deakincard**.

2.2 Liability for all financial transactions, including unauthorised transactions

The cardholder is responsible for and bears the cost of all transactions made with their Deakin Card. The cardholder must ensure the safe keeping of their Deakin Card and must not release the card details to anyone, other than authorised Deakin personnel, and must not permit any other person to use their card.

The balance of the amount deposited onto a Deakin Card is the equivalent of cash wherever the Deakin Card is accepted. If a cardholder's Deakin Card is lost or stolen or allowed to be used by another person there is a risk that the stored-value balance, if any, may be stolen or misappropriated. In the event a cardholder's Deakin Card is lost, stolen or misplaced the cardholder should immediately deactivate their card and report the matter to the Deakin Card Office on 1800 450 503. There is a 24-hour message recording facility for all reports that are made outside the business hours of the Deakin Card Office. For more details on the procedures for deactivating a Deakin Card see section 2.9.

Deakin University is not responsible for any unauthorised use of the Deakin Card or for any loss arising from the failure of the cardholder to abide by these terms and conditions.

2.3 Dispute resolution procedure

If a cardholder believes their account has been charged in error or wishes to dispute any other matter in relation to their Deakin Card, the cardholder should contact the Deakin Card Office and provide details of the alleged error or disputed matter, as the case may be.

The Deakin Card Office will investigate and respond to the matter in accordance with Deakin Card's Dispute Resolution (DR) procedures, which can be viewed on the Deakin Card website **deakin.edu.au/deakincard**. The cardholder must provide the Deakin Card Office with all information reasonably required by it to investigate and respond to the matter, including the cardholder's name, student/staff card number, contact details (email address and/or phone number) and the details of any disputed transaction (location, date and time).

The Deakin Card Office will use all reasonable endeavours to respond to the matter and inform the cardholder of the outcome of its investigation within 10 business days from the date the disputed matter(s) is reported. If it is determined that an error has occurred, the balance of the cardholder's account will be adjusted accordingly.

2.4 Availability of periodic statements

Cardholders can obtain an electronic record of their Deakin Card account transactions at **deakin.edu.au/deakincard** by clicking on 'transaction history'.

The Deakin Card Office administers all Deakin Card accounts. The Deakin Card Office may collect personal information from cardholders for the efficient management of these accounts. Personal information collected from cardholders will be handled in accordance with the National Privacy Principles and Deakin University's Privacy Policy that is available at **deakin.edu.au/privacy**.

All information collected is stored in secure databases and accessed only by authorised Deakin University staff in undertaking their normal duties. Personal information about a cardholder, account balances and transaction records are available at the Deakin Card Office, and will be disclosed to the cardholder on request and with presentation of proper identification.

The Deakin Card Office reserves the right to limit a transaction record to the 3-month period immediately preceding the request.

2.5 Stored value account balance

The maximum amount that may be stored on a Deakin Card is $1000.

The cardholder's stored value account balance can be viewed at all point of sale terminals and most other machines accepting the Deakin Card for transactions.

The cardholder acknowledges and agrees that no interest will be paid on, or other amounts credited to, the cardholder's stored-value Deakin Card account.

2.6 Fees

a. Deakin Card enrolment and establishment fees

The Deakin Card is free for current students and staff of Deakin University, as well as Deakin College students. Students are issued a Deakin Card when they first enrol with the University (or Deakin College) and are given automatic and free access to the Deakin Card system.

Other people can purchase a Deakin Visitor Card from a reload station on campus. For Deakin Visitor cardholders an establishment fee of $2 is charged as part of the $5 minimum initial payment.

b. Replacement card fees

Damaged cards or cards printed with errors may be exchanged at no cost by Deakin University students and staff, and Deakin College students.

For lost/stolen Deakin Student and Staff Cards, a fee of $20 will be charged unless a police report is provided.

This does not apply to Deakin Visitor cardholders.

c. Administration fees

An administration fee of $5 is payable when the stored-value account balance is refunded to the cardholder or, if no refund is requested, at the end of the 'expired period' under the Unclaimed Monies Act 2008. A fee of $2.50 is also payable if an international cheque is required for the payment of any refund.

2.7 Refunds

A cardholder (other than a Deakin Visitor cardholder) may apply, in person or in writing, for a refund at the end of the calendar year or, if they are a student, at the end of the trimester in which they graduate, or at any time during the trimester if they officially withdraw from enrolment at Deakin University. An administration fee of $5 per refund will automatically be deducted from the remaining balance. Cardholders making a request at any time other than the end of an academic year may be required to produce documentation of their graduation. If students request that a refund be mailed to him or her, the Deakin Card Office will issue a cheque made payable to the cardholder. For a request made in person, the Deakin Card office reserves the right to refund the account balance either by cheque made payable to and mailed to the cardholder or by cash. Deakin Dollars are non-refundable and any unused Deakin Dollars are credited back to the University upon the expiry or termination of the Deakin Card.

2.8 Unclaimed balances

Any unclaimed balance on an expired Deakin Card (other than credits in the form of Deakin Dollars which are credited back to the University at the expiry) will be retained for a period of not more than six years plus twelve months (expired period). It will then be dealt with in accordance with the requirement of the Unclaimed Monies Act 2008.

An administration fee of $5 will be deducted automatically following the expired period.

2.9 Lost, stolen or misplaced cards

Cardholders must immediately report a lost or stolen card to the Deakin Card Office on 1800 450 503 during business hours. They can also take immediate steps to deactivate the card themselves by accessing the Deakin Card website **deakin.edu.au/deakincard**, clicking on the link 'Report a lost/stolen card' and following the instructions.

If a Deakin Card is lost or stolen, the cardholder is responsible for all transactions up until the time a lost/stolen card report is received and acknowledged by the Deakin Card Office or the Deakin Card is deactivated via the Deakin website.

To receive a replacement card, cardholders must contact Deakin Central on 03 9244 6333. A replacement fee may be charged for lost, stolen or misplaced cards, as outlined in section 2.6. When a replacement card has been issued, the cardholder is required to contact the Deakin Card Office (during business hours) to reactivate their card.

2.10 Changes to terms and conditions

The University reserves the right to change the terms and conditions applying to the Deakin Card upon 30 days prior notice.

Notification of changes to the terms and conditions will be made to all cardholders via the Deakin University staff and student portals and also on the Deakin Card website **deakin.edu.au/deakincard**, where the current version of the terms and conditions may be viewed at any time.

2.11 Acceptance of terms and conditions

By loading value to their Deakin Card (or in the case of a Deakin Visitor Card by purchasing the card), the cardholder agrees to these terms and conditions for use of the Deakin Card.

2.12 Expiry dates

Deakin Student Cards

Deakin Student Cards have an expiry date that is shown on the front of the card. The card will be deactivated after this date. A cardholder who is still a student at the date of expiry will be entitled to receive a replacement card from the Division of Student Administration, and any remaining balance will be transferred to the replacement card automatically. A cardholder who is no longer a student is not entitled to receive a replacement card, but may request a refund of any outstanding balance, in accordance with section 2.7.

Deakin Staff Cards

Deakin Staff Cards do not show an expiry date and will remain active as long as the cardholder remains a staff member at Deakin University. The account will be deactivated when the staff member ceases to be employed at Deakin University. The cardholder is entitled to seek refund of any outstanding balance in accordance with section 2.7.

Deakin VisitorCards

Deakin Visitor Cards show an expiry date and will be deactivated if the facility has not been used at any time in the previous 12 months. The cardholder is not entitled to receive a refund of any unused value on the card, but may request their account be reactivated upon provision to the Deakin Card Office of satisfactory evidence that the card has been used within the preceding six years.

CONTACT DETAILS

Deakin Card is issued by Deakin University.

Enquiries in relation to the Deakin Card may be directed to the following administrative units of Deakin University:

Deakin Card Office

221 Burwood Highway
Burwood VIC 3125
Phone 1800 450 503

Deakin Central

221 Burwood Highway
Burwood VIC 3125
Phone 03 9244 6333

cardinfo@deakin.edu.au

deakin.edu.au/deakincard

Deakin University CRICOS Provider Code: 00113B